

Crimeâ€

9/18/12

Shannon Wiebe (sent)

To policedepartment@cityofmerced.org

From: shanlee1976@hotmail.com

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I went to the Emergency Room because I had a back injury from falling. The reason for my visit on the sign in sheet was 'Broken Back'. I was unable to walk and stand independently for two weeks. When I realized that my injury was worsening I asked my Mom to take me to the Emergency Room at Mercy Medical Center located at 333 Mercy Ave. Merced, Ca 95348.

After signing in and giving a urine sample, the two employees I had to deal with were Thomas Dowell and Raffi Djevalkian. They told me I didn't appear injured, so they weren't going to do anything to help. I asked to be admitted and for my injuries to be explored and found. I asked to be admitted several times, and I asked for help several times while I was there. I came in with an injured shoulder, arm, and sacrum/hips. They told me they don't help people with injuries.

They said if I did what they wanted I could be admitted. They said they wanted me to do something with my vagina, and I refused, but they kept insisting and saying they can't do anything with a patient without doing something with their vagina. I explained that I had no injury in that vicinity, but that didn't matter to them. Then they said they wanted me to do something with Raffi's vagina, and I refused. Thomas Dowell and Raffi Djevalkian said they wouldn't let me get help unless I "do with it it's how" (my vagina), meaning I had to agree to be or act slutty in order to get help from them. They kept saying I had to "do with it". I told them I've been celibate for several years and I don't ask strangers to do anything with my vagina, and they said they couldn't help someone who is celibate, it has to be with a slut. They said being a slut is "how" it's for something.

Since they told me the only thing they could do for a patient was doing something with their genitals, I asked them what they do when children and Senior Citizens come in to Emergency. I asked if there was a separate ER for kids, since the employees are only able to something with genitals. They said 'vagina' is how they do it with everyone, no exclusions.

Then Thomas Dowell said pregnancy is also 'how it's for something' and didn't I agree? I said no. He said He would still 'do it' with me if I was pregnant and I told him that was never going to happen. A pregnant lady with an injured foot had just left the ER. He said he thinks that is 'for something' and

wants to have sex with a pregnant person. I said I guess he probably wants to do it because it would be harmful to the fetus and he said 'that's how'.

They said I had to do something with Wicca (their personal choice), and I refused that too. That was a violation of my freedom of religion, and it was a condition I had to fulfill in order to be admitted.

One of the other employees (not sure who) said I had to support Statutory Rape in order to get help from HIM.

They said I had to 'take' herpes for something, because they want people to have herpes.

There was an employee videotaping the entire time with his personal video camera. I told him several times not to record me without my permission and that it was illegal but he wouldn't stop.

I complained to the Security Guard on site about the harassment, and said I needed help with injuries and that I was being sexually harassed. He said he couldn't do anything with them, and couldn't get me help.

Dr. Via came in and looked at my X-Rays from Fountain View Urgent Care and said they didn't look normal and that it looked like I needed help. I complained to Dr. Via at the time about the harassment and asked for different representatives, but nobody provided different representatives.

They asked a lot of inappropriate questions, that had nothing to do with my injuries. When I refused to do these things they requested, they began to insult me. They said they hate Italians because I am Italian. They said they hope I have or will get cancer. Thomas Dowell said he hopes I lose my arm (the injured one) because they weren't going to let me get help. They said they don't 'do with' Latinos and African Americans. I told them I am a Civil Rights advocate and they could get in big trouble for the things they were saying, and they said they don't 'do with' Civil Rights. Raffi Djevalkian called me a 'Fucking Bitch' before I was provoked enough to use foul language. They said my case was going to be Oncology, and labeled it wrong intentionally so it would be more difficult for me to get the Orthopedic treatment I needed. I asked for crutches, they said they didn't have any. They didn't follow any hospital procedures, and were making up bizarre criteria I would have to meet in order to be admitted. I asked for a CT Scan on site, and Thomas Dowell said I had to get a referral from a Primary Care Physician, and that the hospital doesn't help people with injuries. I didn't have a Primary Care Physician. Thomas Dowell recommended an MRI. It turns out that it was the wrong test to recommend based on the nature of my injuries. They also pretended to be doctors, which I believe is a felony. They said if I just did what they wanted I could get help.

Since they told me they are racist and don't help people with injuries, I inquired about two patients who were admitted at Mercy Medical Center and subsequently died. One was Richard Michael of Atwater, and one was an African American Police Officer from 2005. They implied that there was foul play and malpractice. I did send the FBI Crime reporting website an e-mail, I told Human Services Agency and Social Security Administration, and the Merced Police Department. I would like both cases to be investigated, and employee files to be scanned for written warnings.

I complained about the harassment and racism to the Patient Care Advocate (Tina) in great detail, and the hospital still hasn't done anything about it. The hospital's phone number is 209-564-5000 , and the Patient Care Advocate's phone number is 209-564-5387 . Everyone I spoke to said harassment is how they 'do with people'. I got no support from the hospital about this complaint. It happened 5/31/12. I have complained several times and to many people at the facility.

The soonest appointment I could get was on 6/3/12 with Dr.Kleinman at the Patient's First Urgent Care. I had to borrow \$135.00 to have Dr.Kleinman order the scan. He told me I would need a Ct scan, not an MRI, and he would order it from precision Imaging. I reported the harassment to Dr. Kleinman while I was there. He said the people from the Emergency Room called him and told him not to help me. I called Precision Imaging for my appointment time and they told me to come at 7:00 am, and I will be first. I saw Dr.Kleinman on Sunday, and called them on Monday. My appointment was for Tuesday. My mother took me there at 6:45 on Tuesday morning, and the sign outside said they open at 8:00 am. She took a half day off work to take me to my appointment. I waited until 8:00 am, and asked why they told me to come at 7:00. They said they didn't know, because my appointment was at 3:00pm and it was an MRI, not a CT as promised. I told them to call DR. Kleinman and order the scan from Mercy Imaging. I couldn't have been more wrong about where to go. MMC probably also called Precision Imaging and told them not to help me.

I ended up having an MRI at Mercy Medical Center imaging on 6/6/12. I had to borrow \$300.00 for a down payment on the MRI. They said I would get the 'sliding fee' if the MRI is 'for something'. They said I wouldn't have to pay the rest. I just got a bill for \$1359.75. While I was waiting for the MRI i was harassed again by a male employee. While he was behind the counter he said he wants to 'do with it it's something', and I asked him to be blunt about what that means. He said 'I fucked you in your vagina and came inside you' was 'it's how'. I told him we've never met and even showed him my California Driver's License and asked him if he's familiar with me, and he said 'no'. I asked him why he said that and he said he just wanted to. I asked him not to speak to me in that manner and he said that was how he was going to 'do with it'. Then he came around the counter and got in my face and said 'I fucked your mouth' or something like that, then he walked off. Radiology Clerk Pam witnessed this and came out while it was happening.

6/8/12 I called my Medi-Cal representative Karmelle Patterson, told her I applied for emergency benefits on C4yourself.com, received no information about it and nobody contacted me. I also filled out an online Medi-Cal application and she said I would have to fill out a paper application to have Medi-Cal in Merced County and she would send one. It took two weeks for her to send it. Then she said my claim wouldn't be processed until 6/29/12 even though I had filled out all of the other applications before hand. I night dropped all of my "verifications" the next day.

7/12/12 I called Karmelle Patterson, and told her I have been getting charged self pay at every visit and wanted my card. I reminded her that I applied for emergency benefits on 5/31/12 and would like my card to be rushed. She said they will do it when they have time to. Mercy Medical Center had told me I don't need a diagnosis to get Medi-Cal.

I also told MMC that I was applying for State Disability because of the severity of my injuries, and they said they don't 'do with' Disability.

During this time I called Patient Care Advocate Tina and complained about all of the harassment. She said she didn't know what 'was how', and I tried to explain Harassment Policy to Tina. When I called to complain about the harassment she also put me on the phone with the people who harassed me and put me on speaker phone. She said she would handle the complaint but never did.

During the first two weeks of June, two hospital employees came to home to intimidate me. They came in a grey truck, and carried a two by four piece of wood to my door. My Mother answered the door and the told her 'we're here to check your bed.' She told them to leave. I complained about this to Tina later on and she said she was aware of this, and seemed irritated that I was complaining about it. They were also upset that I complained about the lecherous behavior by the employee before the MRI scan.

6/14/12 Appointment with Dr.Pacson at Family Care Clinic (Mercy Medical Center affiliated). She prescribed Vicodin for pain. I showed her the same X-rays I got from Fountain View, and told her how the hospital refused to admit me because my back was too swollen from the fall (still) and how they also refused to check for injuries. I reported the sexual harassment, racism, and abusive language to her at this time. I asked if they could take more X-Rays at the clinic and she said it was probably still too swollen so I asked if they could take some at my next appointment and she said maybe. I asked her to order a CT Scan and she refused.

Between 6/6/12 ( Date of MRI report receival) and 7/6/12, I called the Mercy Hospital Patient Care

Advocate because the report on my MRI scan did not list any of the injuries I wanted to be scanned for, and I asked them to keep looking for the injuries, because that was why I agreed to the MRI in the first place. I gave the Patient Care Advocate a list of injuries to look for and also symptoms: Right shoulder, entire spine/back, sacrum, tail bone, hips. I explained to her that since my accident I have had limited mobility and can not get around to see different doctors, and I needed my diagnosis from the MRI scan as promised. I am also in a great deal of pain. I called this number four or more times (209)564-5387 . Tina put me on the phone with Mark Wagner and he said he wasn't 'doing with it it's how', meaning he wasn't reporting injuries for something. I asked him if he even bothered to look at the MRI and he said 'no, that isn't how he's doing with it'. He's doing with it 'his way'.

I wrote a letter to Mark Wagner D.O. ( who reported the MRI scan) and asked him to append the report with the information that Deggatory Disc Disease ( my only diagnosis) is permanent because when I asked Dr. Pacson to fill out my Medical Report as requested by Medi-Cal, she checked that it was temporary, and recovery would be around 9/15/12. Since this is not possible, as a person cannot regenerate a disc, and I have extensive injuries that still have not been found, I asked Dr. Wagner to append the report with this information, or call her, or send an e-mail so she can fill it out with the proper information. He wrote me a letter back that he couldn't do that. I also sent him an e-mail. I got no response.

7/6/12 Appointment with Dr. Pacson at Family Care Clinic. Prescribed Naproxen 500 mg, but would not prescribe pain medication as requested. She is unaware of the existing injuries I have still not been treated for because Mercy Medical Center did not provide a diagnosis as promised. She appointed me for X-rays at 1pm at the clinic. I also requested a CT Scan from Emanuel Medical Center at this time, and she refused.

7/11/12 I picked up my copies of the X-rays and report at Mercy Imaging between 11am and 12pm. There are broken bones on the X-rays that are not on the report. These are the same injuries I had 6/6/12 when I had the MRI scan done at Mercy Hospital. These are the same injuries I had when I went to the Emergency room at Mercy Medical Center and was refused to be seen or cared for. I am sure these injuries are detectable on the MRI Disk if anyone cares to check for them. Apparently, no one ever did. None of the obvious breaks are listed on the X-ray report. It was done by Mark Wagner D.O..

I went directly to Mercy Family Clinic afterwards to see a Dr. on emergency basis in order to have a CT scan done at Emmanuel Medical Center. Reception would not let me see a Dr. right away. From there I went to Fountain View Urgent Care and asked a Dr. to order me a CT scan with dye, as I was not able to see a primary care physician immediately. I explained to both places that there are

breaks on the X-ray films that are not listed in the report, as well as muscle injury. They both still refused.

At 3:45 pm I called Emmanuel Medical Center and tried to order a CT scan with dye on my own, and they said I needed a Dr. to approve it first.

I called Mercy Clinic three times since then and left three messages for a Dr. to call Emmanuel Medical Center for me and order a CT scan with dye and got no response. I am having a hard time getting around and can't drive for more than ten minutes due to back pain, and Mercy Hospital is the closest to my home, and I don't know what to do.

During this time I got several phone calls about where to send the bills to, and several strange bills that don't add up.

7/12/12 8:17pm I called Emmanuel Medical Center and asked them to request a copy of my MRI and X-rays from Mercy Medical Center. They said my Doctor will have to request that they are sent from Merced to Turlock. I spoke to Kevin in radiology, he was very nice.

7/14/12 I called Mercy Medical Center to have my transcripts transferred to Emmanuel Medical Center, they said I could go to 22nd St. and get them, and bring them in. ( They can't transfer a patient?)

7/16/12 I have an appointment at the Family Care Clinic in Merced with Dr. Pacson. I will ask her to order me a CT Scan at Emmanuel Medical Center and transfer my paperwork and films to Turlock. I will let you know what happens after that.

7/16/12 I went to the appointment with Dr. Pacson at the Family Care Clinic but she was working at the hospital that day. I saw Karen, a nurse instead. She prescribed medication for pain and an order for a CT Scan at Mercy medical Center per my request. I explained to her that none of my scans have produced any reports regarding my injuries, which are apparent on the scans. She produced a notice from the hospital noting herniation of lumbar spine discs, and still nothing about my broken bones. She said that was how Mark Wagner wanted to 'do with it'. I am going to try and still get a diagnosis from Mercy Medical Center, because the Clinic was willing to order a CT Scan (finally) from there and didn't deprive me of pain medication. I told Karen the CT scan is for "injuries only", and is to include a picture from shoulder to tail bone.

7/16/12 I am now dropping a letter to medical plus copies of current bills requesting that my card be sent to me ASAP.

7/17/12 I had a CT Scan at Mercy Medical Center at 9:30 AM. Results will be available in 10 days.

7/30/12 I went to my Doctor's appointment with Dr.Pacson at the Family Care Clinic. She did have a copy of the Ct Scan results from Mercy Hospital. There were employees from MMC there, saying things to me I couldn't understand. As I was expecting, the report didn't list any of my injuries, or give me any kind of diagnosis. I asked my Doctor if the scan appeared normal to her and she said no, it didn't! The specific areas I asked to be checked were not listed, such as the sacrum and tail area where I have been having extreme pain. They took a CT from head to toe, and my left foot was also left out of the disc and it does not show the whole person, what did they do with the rest? I also specifically asked for surfacing/contrast, so the breaks would be apparent, and they not only did not do the surfacing, they only showed a few images on the disc, and most of them were documents. There is an obvious problem in the sacrum/tail area, you can see it for yourself. This is one of the reasons I have pain when sitting, and can't sit normally. They didn't surface this area as I requested, or anything else. I have been waiting two months for a diagnosis from Mercy Medical Center, and I am not paying for any scans that don't have any kind of diagnosis.

Diagnostics are meant to list what is wrong, not just point out areas that have no obvious problems, which is all I've been getting from them. Also, these claims are not true. Even my Mom could see the tail/sacrum area was abnormal on the CD that has my scan on it, and my eleven year old cousin could see it too (it's quite obvious). Now I just keep hearing that CT Scans increase my chances of cancer by 30%. I called Emmanuel Medical Center to try and set up another CT Scan, but they need my doctor to call them. I left a message for her at the clinic, with the phone number she needed to call to order it. She never called them for me.

7/30/12 After picking up my CT Scan and reviewing it, I called Mercy Imaging and left the message that my CD contained none of the images I requested and the report I received contained none of the information I requested. I left a message with Pam. However, Dr.Main did find it necessary to include information about my uterus. When I saw the Radiologist and the doctor briefly before my scan, they both asked if I wanted any information pertaining to my uterus and I said no. Why the doctor included information I did not request and did include information that I asked to not be included is beyond me. While picking up my CT results and scan I also requested that all copies be sent to Dr.Haak at Emanuel Medical Center, because they didn't report anything.

8/3/12 After getting the bill for the CT Scan this afternoon, I called Mercy Imaging again. Pam answered the phone, and I first spoke with Blanca, then Dr.Wagner. I told them that I just got a bill for the CT Scan that didn't include any of the information I requested on it, and the report didn't include any of the information I needed. Dr.Wagner said he would have someone look at it if they got a chance to, then I spoke with an extremely rude lady named Carmilla or something that sounded like

that, and she told me I would have to go through my Primary Care Physician instead of calling them directly. I told her I saw my Primary Care Physician on Monday and she is aware of my issues with the CT Scan, it is not what was ordered. At some point she hung up on me. Then I called Mercy Hospital's complaint department and told them what just happened. the person I spoke with asked me if I wanted to talk to Tina and I said no, she still hasn't done anything to help me. I also told them if I don't get a diagnosis from this scan I don't want to pay for it, and all of this was a scam, and that the Patient Care Advocate did nothing about the harassment. I also told them I want a refund on the MRI that was taken, it was the wrong test for them to recommend based on the nature of my injuries, and the people in Emergency wrongly told me that the Imaging department would continue to search for injuries and that is not true, and no injuries were diagnosed from the MRI. They patched me through to the Department Director of Imaging, and I told him everything. He apologised and said someone will get back to me Monday and they will try to apply the surfacing/contrast technique and possibly re-diagnose my scan.

8/6/12 I was called by Mercy Medical Center to participate in a conference call that included three people besides myself which included Antonio Cordeiro the Director of Imaging and I don't remember the other two names. They asked me what issues I've been having and I told them the same thing I have been telling everyone I have spoken with: The CT Scan was intended for diagnosing injuries and was supposed to be a bone scan and not for any other reason, I am suprised that there is no trace of the injury I have that prevented me from walking and standing normally and is still causing so much pain and difficulty functioning, and I was promised that the surfacing/contrast technique would be applied. I told them if they would just have some integrity and list my injuries, I promise to go to another facility to get help with them, and that I didn't plan on going there for surgery. They told me that they can have my CT Scan reviewed, and I will get a letter in the mail the following week. They also said I can go to the hospital and get copies of all the images that were taken, since they were not all included on the disc I received.

8/15/12 Appointment with Dr.Pacson at Family Care Clinic in Merced. She gave me an order for an MRI of the right shoulder and a pain medication prescription. She also said I need to find another doctor because there is no one who can perform back surgery in Merced. I called Emanuel Medical Center to schedule the MRI and left a message in the scheduling department. I asked her why there is an order for another MRI for MMC when I want a CT Scan from Emanuel Medical Center and she said take it or leave it. I reminded her that I have already had an MRI from MMC and they didn't list any of the injuries as promised. There were employees from MMC there, one of them tried to tell me that he wasn't 'it's how', and I told him not to talk to me without a Police Officer.

8/16/12 EMC scheduling called back and I told them I need a CT scan and not an MRI. If I am to have the reconstructive surgery I need, I will need a CT scan anyway and an MRI is a waste of money,



besides I had already had one from MMC. They said I need a doctor's order to schedule a CT scan, but now I have no doctor. I asked EMC to patch me through to one of their clinics, and they said I need to have my Medi-Cal card in order to schedule an appointment there and I haven't received my card yet. Now I can't get a doctor's appointment and I can't afford self-pay.

8/24/12 I left a message for Mr. Cordeiro Director of Imaging inquiring about when the 'review' process is going to be completed and when I should be expecting to receive the letter they were talking about on the conference call.

9/8 Left another message for Mr. Cordeiro, he never called back.

9/6 & 9/8 Called Merced Police Department at 209-385-6912 and reported harassment and fraud.

9/9 E-mailed FBI Crime Reporting

9/6 Left message about Mercy Medical Center on Medi-Cal's Fraud Hotline 1-800-822-6222

I reported harassment to Alfonso Reyna my Social Security Representative at 888-632-7069  
Extension 10641

I reported harassment to Karmelle Patterson my Medi-Cal Representative at  
209-385-3000 Extension 5271

I reported harassment to Dr. Pacson at the Family Care Clinic at 315 E. 13th St. Merced, CA 95340  
209-564-5000

I just got another fraudulent bill last week. I reported the three people from the Emergency Room who harassed me, the people who came to my home and my appointments, Dr. Main who falsified my CT Scan results,

Dr. Wagner who falsified my MRI results, X-Ray results, harassed me in person and with billing, and the Patient Care Advocate Tina, plus the Billing Office. I am also under the impression that Thomas Dowell and Raffi Djevalikian have

been written up at MMC for hurting patients, and there haven't been any other consequences. I am requesting this phenomenon to be investigated.

Sincerely,

Shannon Lee Wiebe (209)769-6761  
2400 N.Gurr Rd. Atwater, CA 95301